

# What a Valley Patient's Support Person Should Plan for on Surgery/Procedure Day

During our COVID-19 response, [Valley is currently limiting visitors](#) and can allow only one support person who is a responsible adult for each surgery and procedure patient. That person may stay with the patient until the start of the procedure.

- Everyone coming into the hospital must wear a cloth face covering. If any person does not bring their own mask or face covering, one will be provided.
- Support persons are asked to maintain 6' physical distancing from others while in the hospital.
- When checking the patient in, the support person will need to provide their cell phone number.
- Valley has free guest WiFi available— if your cellular network service is limited, our WiFi can help you maintain service.
- The surgeon often speaks with the support person to let them know how the procedure went and offer a few details. Please let the nurse know if you prefer a phone call or a masked, in-person chat with the surgeon after the procedure.
- Depending how long the procedure is expected to take and how close the support person lives, a support person may choose to wait in the hospital lobby, wait in their car, or return to the hospital several hours later.
- Patients are encouraged to leave valuables at home, or the support person may hold them for the patient until discharge.
- For meals or snacks, Trendz Café is open 6:30 AM – 8:30 PM (M-F) and 6:30 AM – 7 PM (weekends), for takeout only—no café seating is available at this time.

## **When a patient goes home the same day of the surgery/procedure**

- The support person needs to be close by the hospital to safely and promptly take the patient home when they are ready to be discharged.
- Because the patient has been sedated and will probably not clearly remember instructions after the procedure, hospital staff will talk with the support person to review at-home instructions for the patient.

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**When a patient with COVID-19 goes home the same day of the surgery/procedure**

- For those patients with COVID-19 going home the same day of their procedure, we must assume the support person may be infected with COVID-19 as well: We request the support person wait in their car.
- Hospital staff will call the support person's cell phone and review at-home, patient care instructions. Staff will also review instructions in person with the patient in their last phase of recovery and send home written instructions as well.
- If the patient is discharged to go home Monday – Friday, 8 AM – 6 PM, prescriptions will be available for pick up at Prescription Pad North drive-thru. After hours, pick up at Prescription Pad South where staff will promptly disinfect the exterior touch screens following patient prescription pick up.

**When the patient stays at the hospital to recover**

- For patients being admitted to the hospital, the support person may go up to the patient room after the procedure to visit their loved one.
- Due to current visitor policy, once a support person leaves the hospital, they may not return to visit until the next day. One visitor per day per patient is allowed. We highly encourage the same person be the visitor for the duration of the patient's stay. Visitors must be over age 16. Overnight visits are generally not allowed.
- If the support person prefers not to go up to the patient room, a phone call can be arranged to talk with the provider following the procedure.
- Staff will talk with support persons via phone. Zoom appointments can be requested if the support person does not have their own technology to do video calls.
- If a support person needs to receive at-home, patient care instructions, a staff member will meet the support person for a "curbside" review at the patient pick-up, roundabout driveway near the Winter Garden, by the Emergency Department entrance.